

6-10  
October  
2021

Week 4

# Rail User Weekly Survey



# Introduction



The Rail User Weekly Survey asks passengers in Great Britain about experiences of travelling by rail and how satisfied they were with their most recent train journey (made in the last seven days).

Transport Focus obtains the views of approximately 500 rail passengers each week.

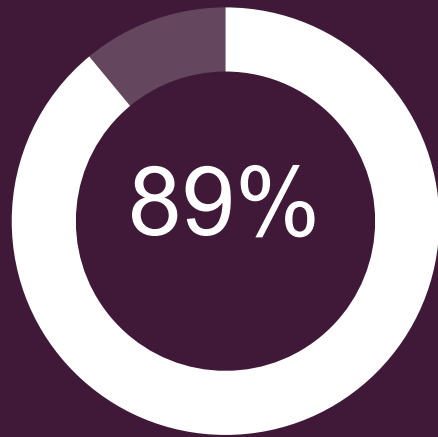
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 4, online interviews took place between 6 October and 10 October 2021.

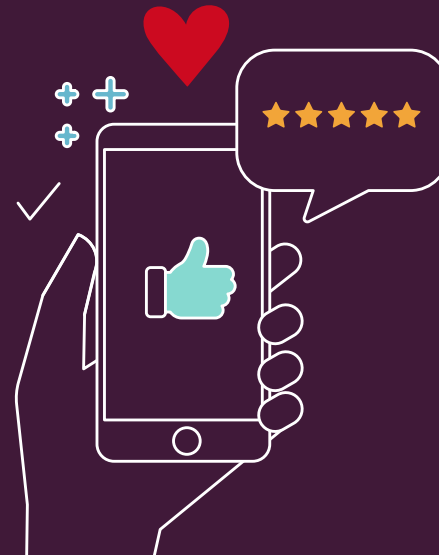
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 23.

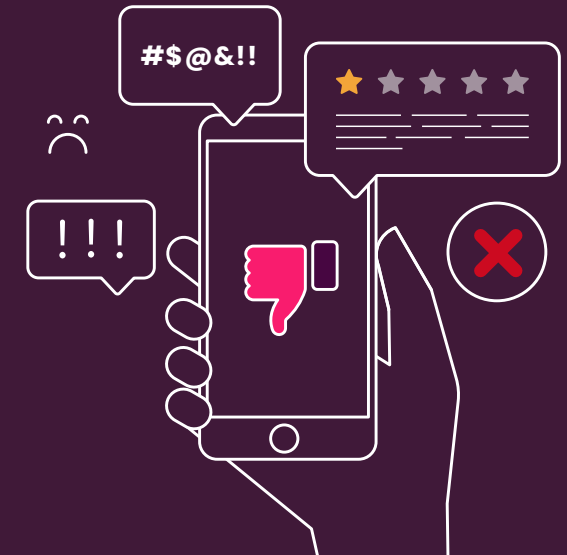
# Rail headlines



89% of rail passengers were satisfied with their journey overall



Increase this week in proportion of those satisfied with punctuality



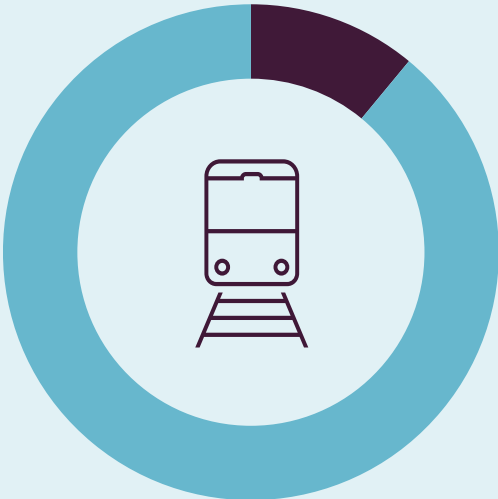
Decline in satisfaction with face coverings and value for money

# Rail usage levels



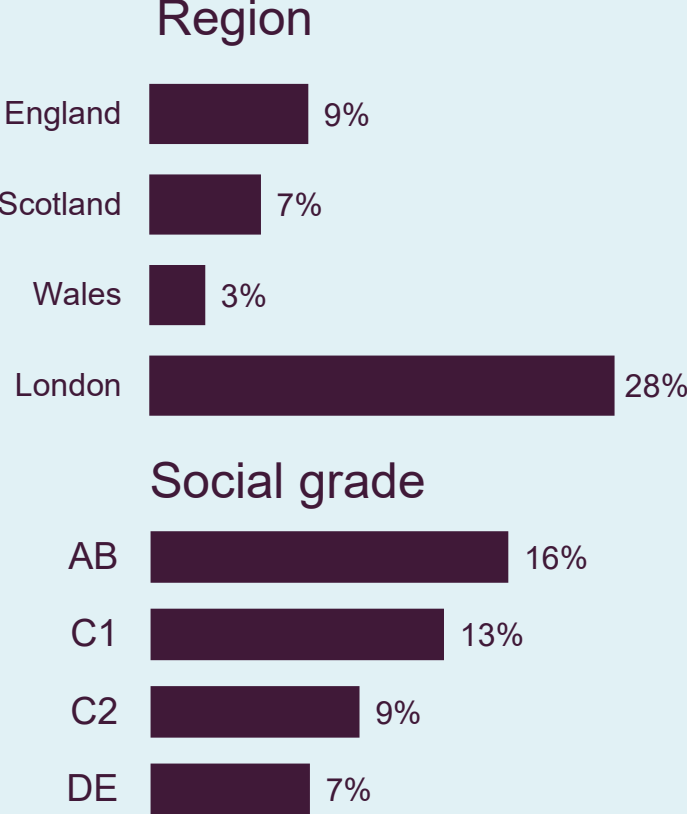
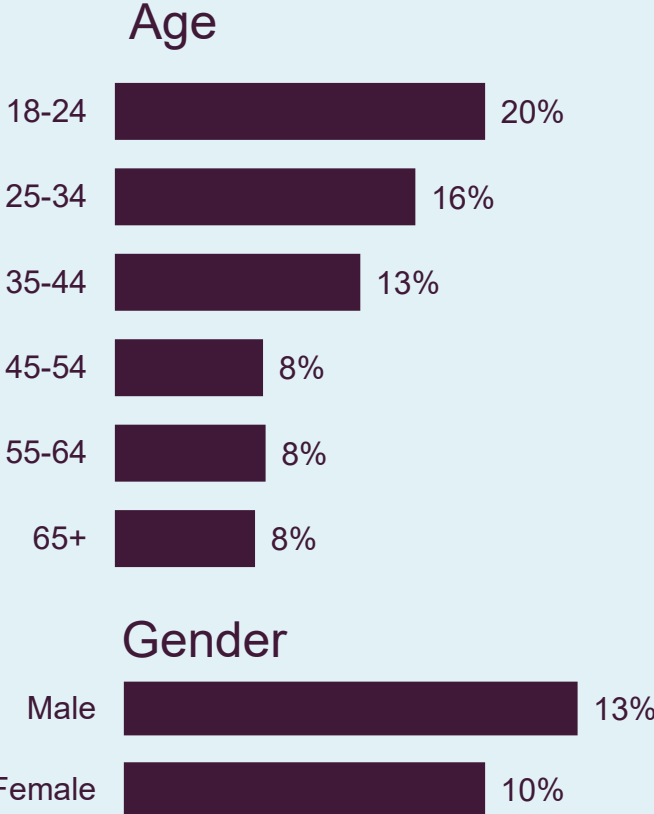
# One in nine overall used rail in the last seven days. Those living in London and 18-24s were most likely to have used it.

Used rail in last 7 days



**11%**  
of people in  
Great Britain used  
rail this week

Base: total respondents 4,050



# Commuting was the most common reason for rail travel

Purpose of rail journey (last 7 days – week 4)



Leisure  
27%



Commuting  
37%



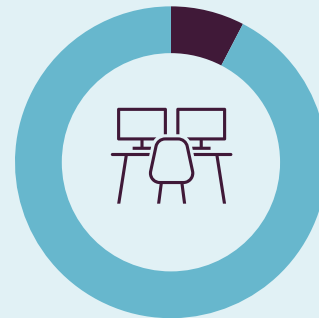
Friends/family  
16%



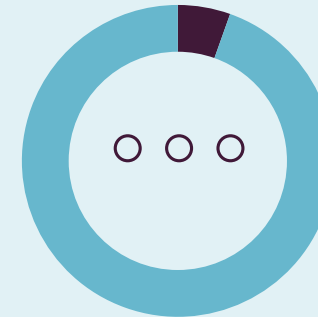
Essential shopping  
2%



Personal matters  
5%



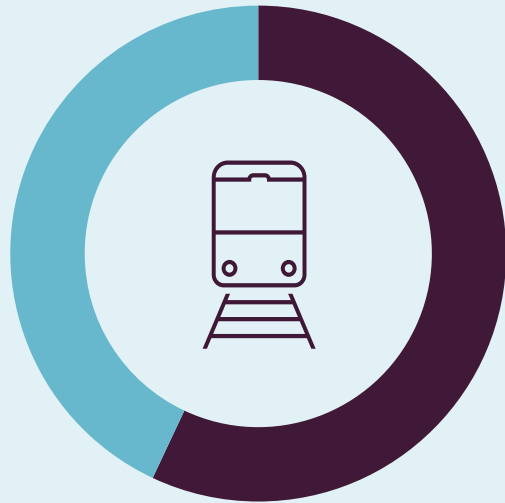
Work travel  
8%



Other reason  
5%

# For nearly three in five the train was the only realistic option to make the journey; just over two in five had options and chose the train

Used rail in last 7 days



**57% said ...**

train was the only realistic option for that journey. 43% had options but chose the train.

Base: total respondents 4,050

Weekly proportion with no option



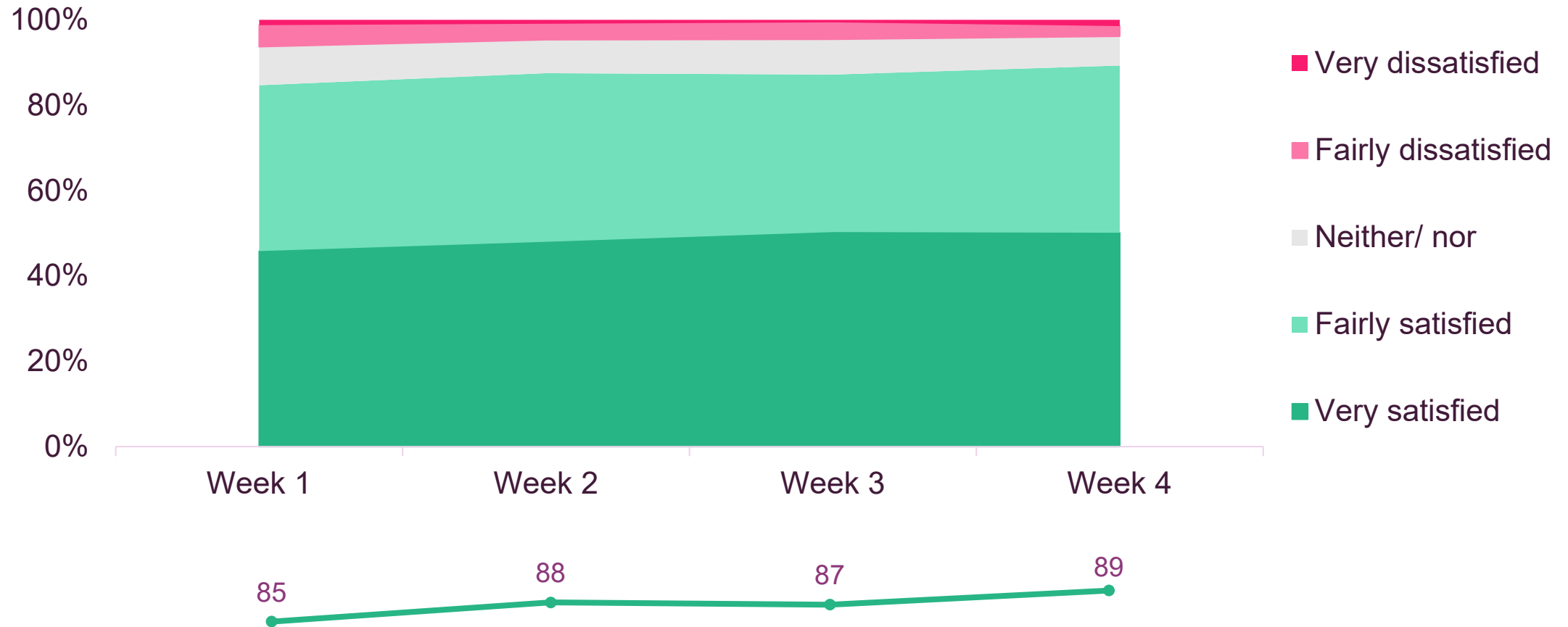
# Rail satisfaction





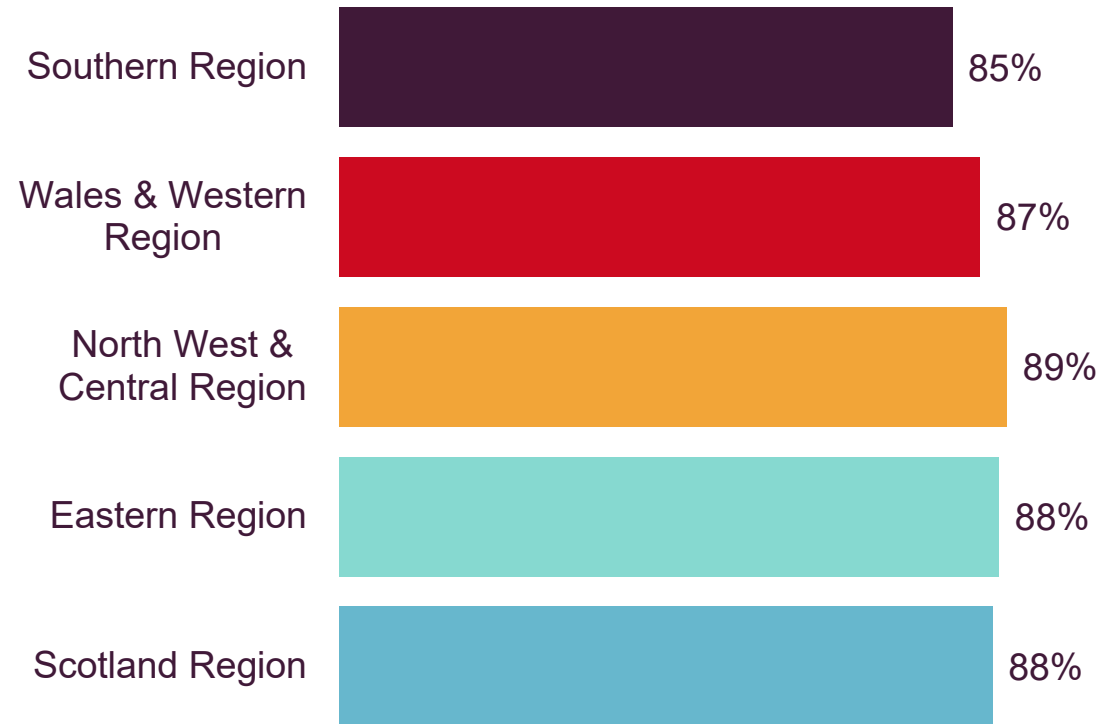


# Overall satisfaction with rail journey – over time



Base size circa 480 per week

# Rail satisfaction by Network Rail region over last four weeks



Base size weeks 1 to 4 combined - total c1800

# What rail passengers are saying...



---

The train was clean and not overcrowded. Many people were wearing masks. The train conductor walked up and down the carriages examining our tickets. Every stop was announced as well as being visible on the television screen. The journey was pleasant and felt safe.

Very satisfied, Northern passenger

The train was full and I had to stand up.

Very dissatisfied, Avanti West Coast passenger

---



Crowded train, rowdy, abusive passengers, no sign of security personnel, few people wearing face coverings.

Fairly dissatisfied, c2c passenger

It was on time and not too crowded.

Fairly satisfied, Southern passenger

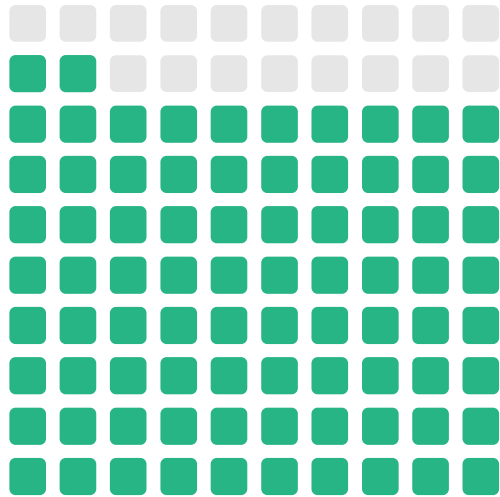
Very clean train, nice cleaning lady was very helpful. Train toilets was very clean. I had nice journey.

Very satisfied, CrossCountry passenger

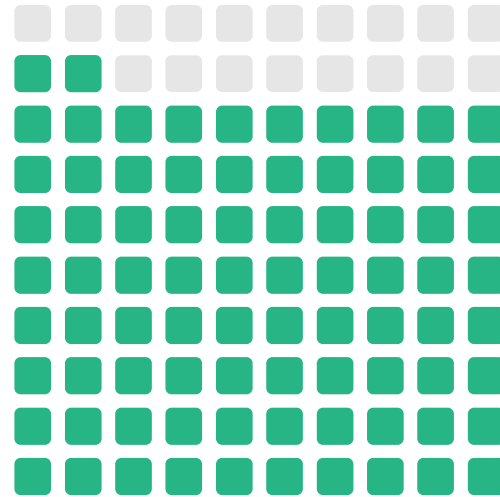
# Satisfaction with aspects of rail journey



# Satisfaction with the station and the train overall



Station - overall satisfaction  
82%



Train - overall satisfaction  
82%

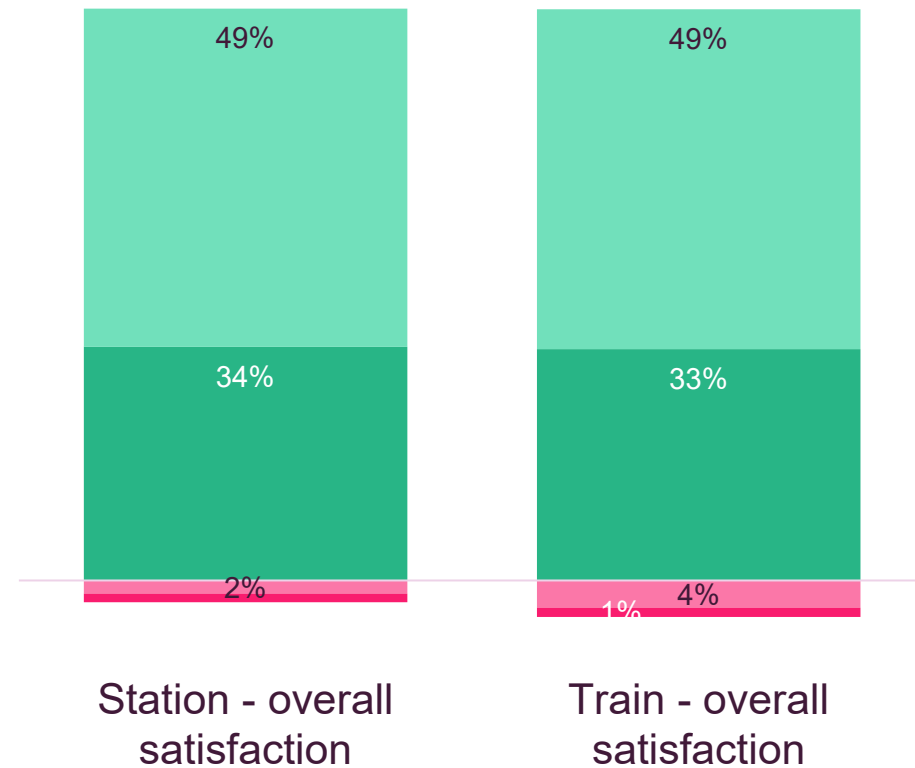
Last 4 weeks



Last 4 weeks

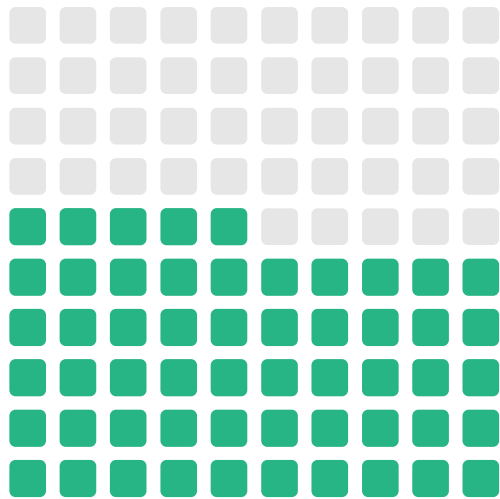


- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied



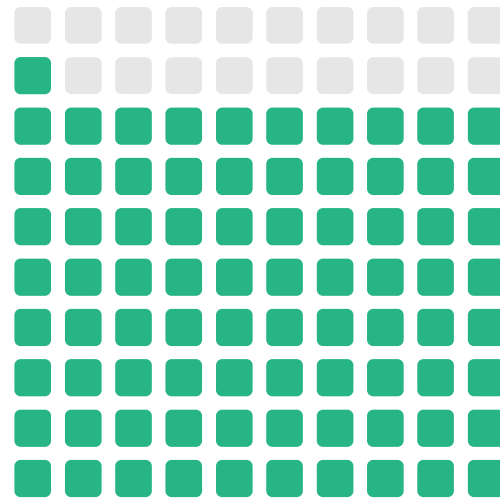
Base sizes in chart order: 468; 468; 468; 468. (Not applicable are excluded)

# Satisfaction with information, cleanliness and Covid related measures



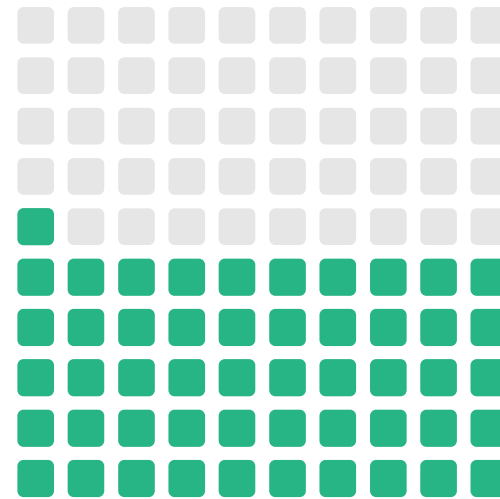
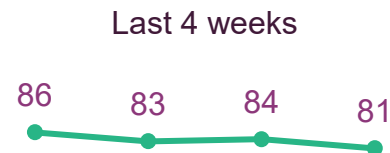
Information on how busy train would be before travelling

55%



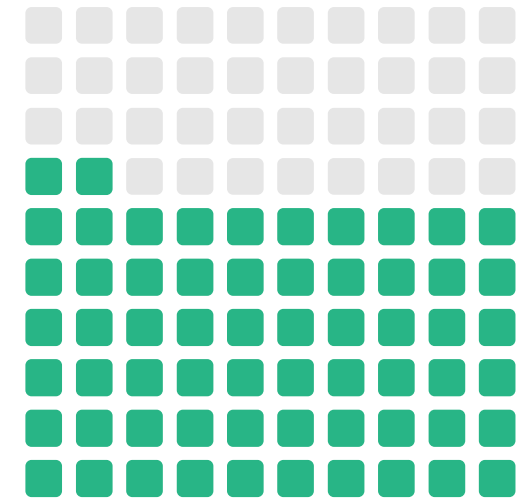
Cleanliness of the inside of the train

81%



Number of people wearing face coverings

51%



Covid measures on train and at station

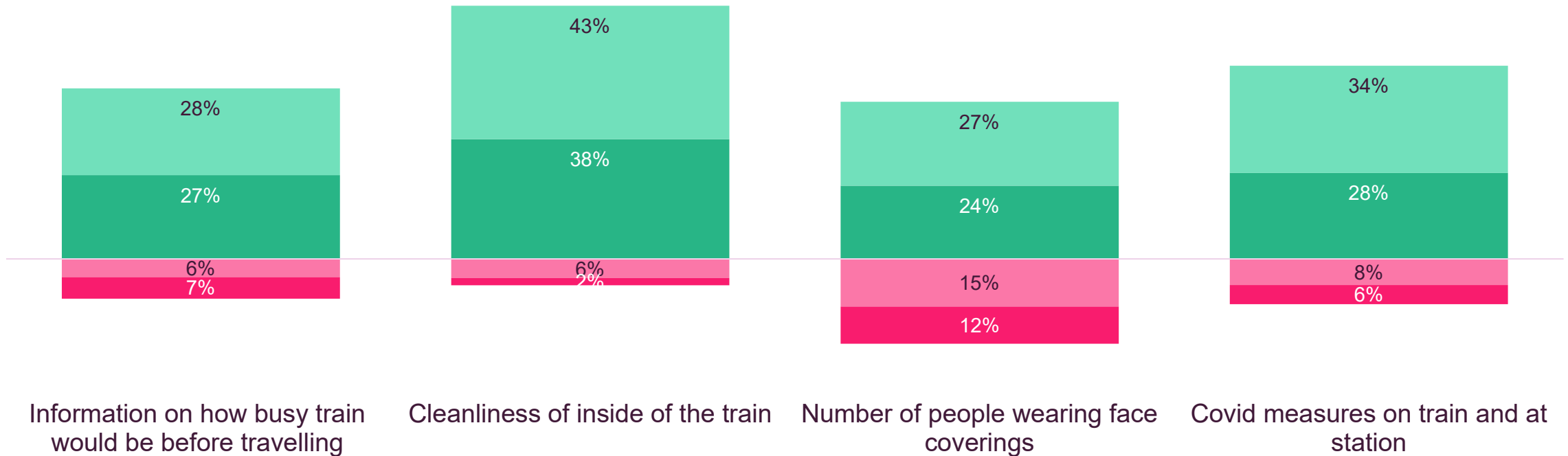
62%



Base sizes in chart order (week 4): 368; 468; 461; 457 (Not applicable are excluded)

# Satisfaction with information, cleanliness and Covid related measures

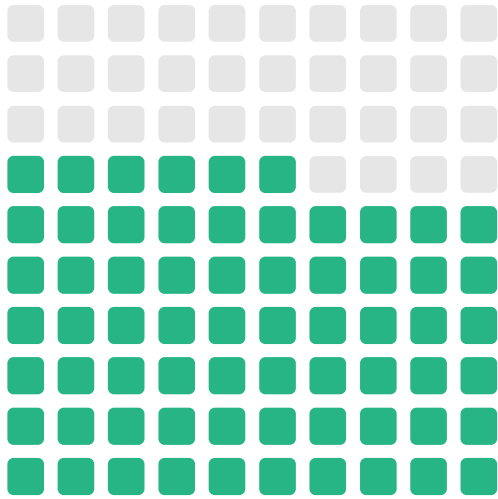
Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



Base sizes for week 4 in chart order: 368; 468; 461; 457. (Not applicable are excluded)

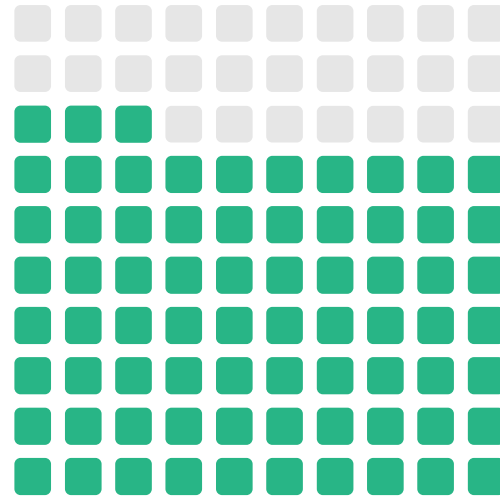
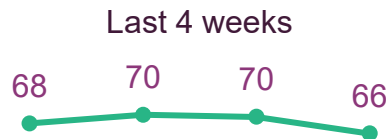


# Satisfaction with ventilation, crowding, passengers and staff



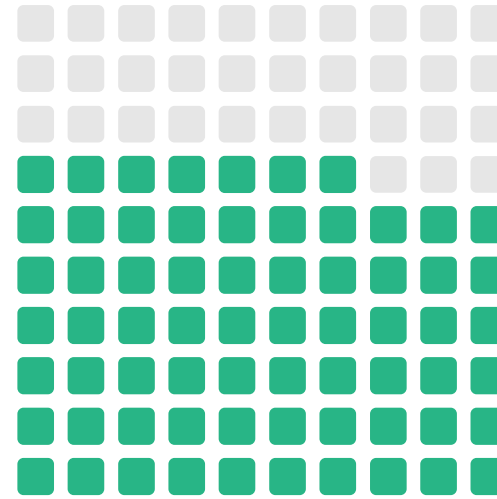
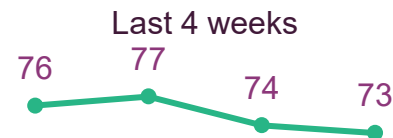
Ventilation on the train

66%



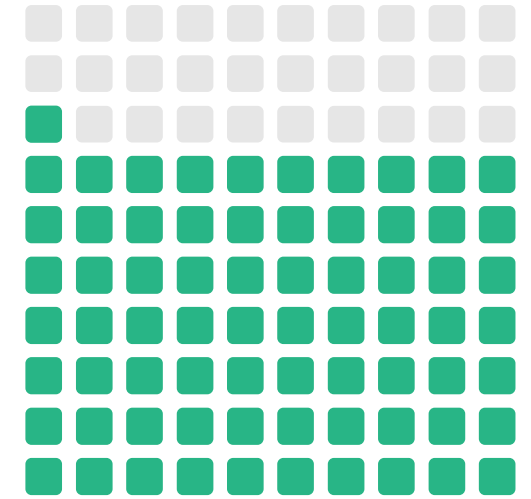
Level of crowding on the train

73%



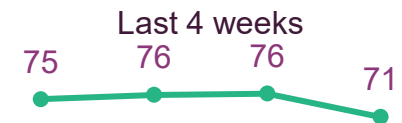
Behaviour of other passengers

67%



Helpfulness & attitude of staff

71%



Base sizes in chart order (week 4): 461; 466; 467; 362. (Not applicable are excluded)

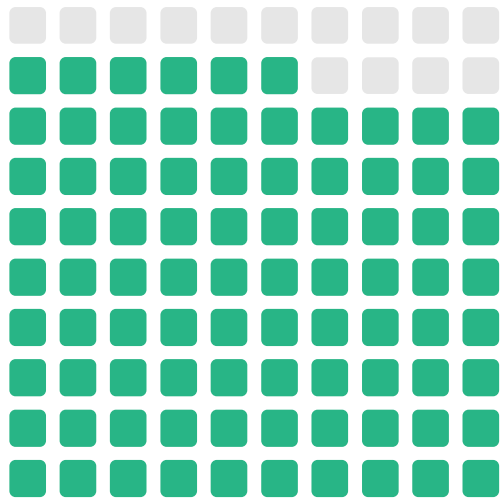
# Satisfaction with ventilation, crowding, passengers and staff

■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied

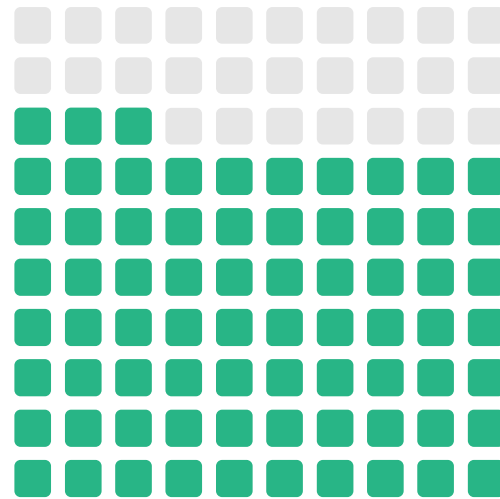


Base sizes for week 4 in chart order: 461; 466; 467; 362 (Not applicable are excluded).

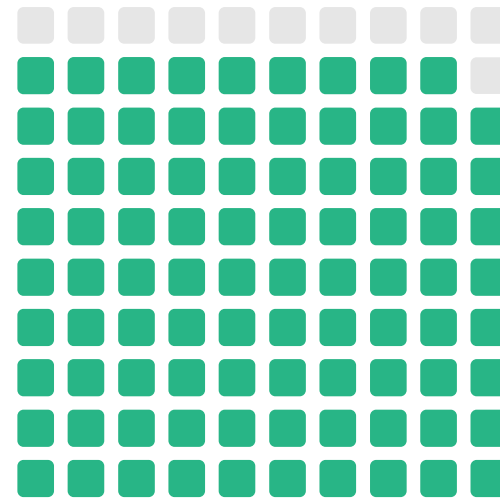
# Satisfaction with punctuality, frequency, journey time, and on train info



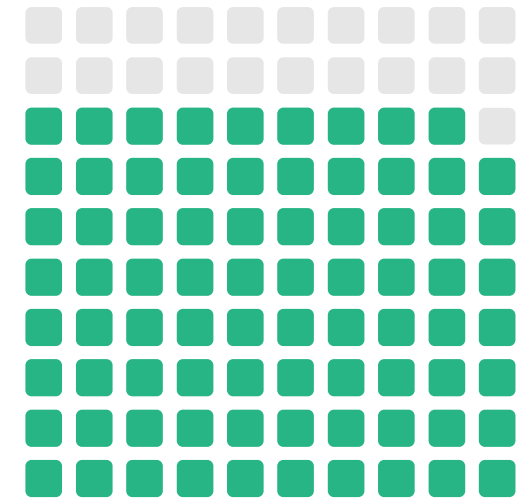
Punctuality/reliability  
86%



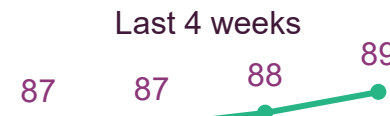
Frequency of trains on that route  
73%



Length of time journey scheduled to take  
89%



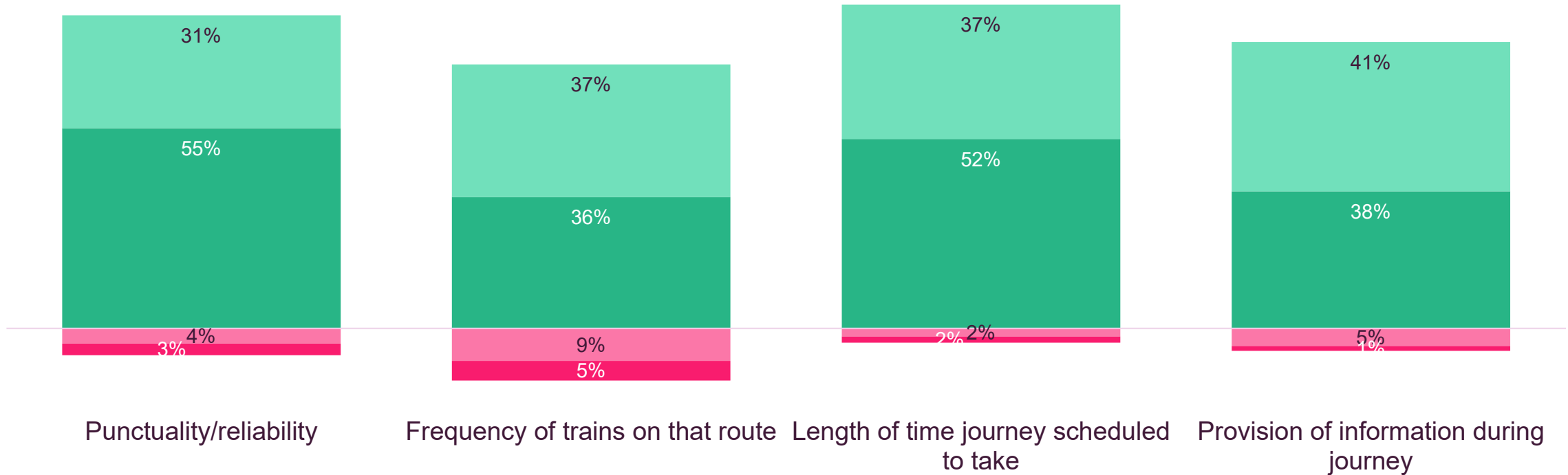
Provision of information during journey  
79%



Base sizes in chart order (week 4): 468; 462; 467; 445 (Not applicable are excluded)

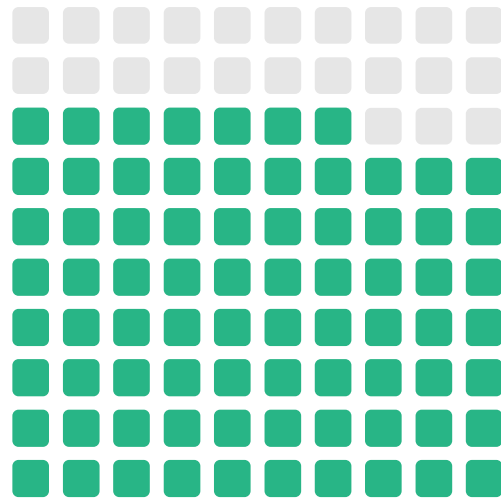
# Satisfaction with punctuality, frequency, journey time, and on train info

■ Very satisfied  
 ■ Fairly satisfied  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

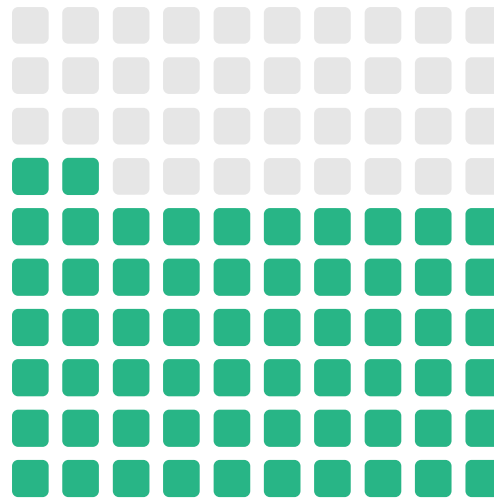


Base sizes for week 4 in chart order: 468; 462; 467; 445. (Not applicable are excluded)

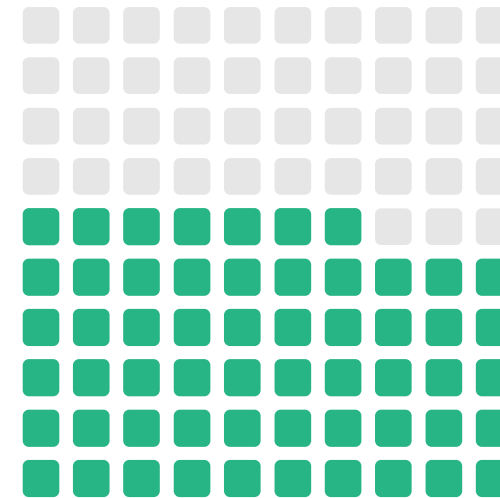
# Satisfaction with seats, value for money and internet reliability



Comfort of the seats  
77%



Value for money  
62%



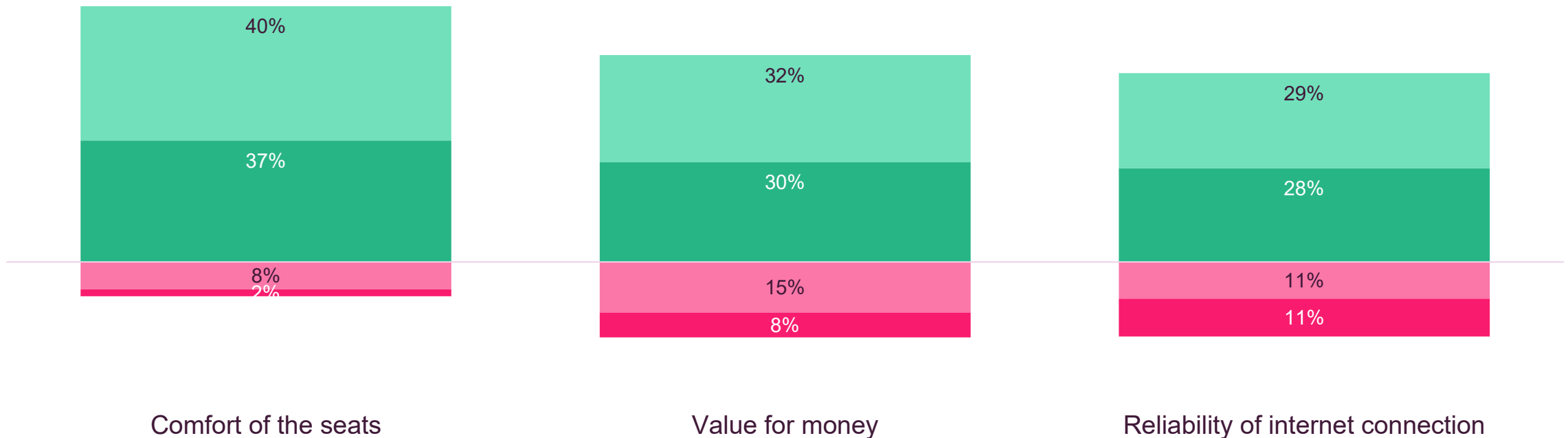
Reliability of internet connection  
57%



Base sizes in chart order (week 4): 453, 447; 319. (Not applicable are excluded)

# Satisfaction with seats, value for money and internet reliability

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



Base sizes for week 4 in chart order: 453, 447, 319. (Not applicable are excluded)

# Methodology

Transport Focus's *Rail User Weekly Survey* runs on the Wednesday to Friday and weekend waves of Yonder Consulting's omnibus. Responses come from among the approximately 4000 reached by the omnibus who have made a train journey in the last seven days. Those that have (excluding London Underground) then answer our dedicated Rail User Weekly Survey question set.

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes responses from those who say that the question is not applicable to them. The total rail users within the survey each week is shown in the table below, together with the dates of fieldwork. Yonder Consulting conducts c2000

online interviews three times a week (6,000 in total). The omnibus survey asks questions about a variety of matters from a range of client organisations. Not all those interviewed through Yonder Consulting's omnibus are passengers on public transport.

Week 1	Week 2	Week 3	Week 4
Fieldwork: 15 to 19 September	Fieldwork: 22 to 26 September	Fieldwork: 29 September to 3 October	Fieldwork: 6 to 10 October
410	487	488	468

# Contact Transport Focus

Any enquiries about this report should be addressed to:

Murray Leader  
Senior Insight Adviser  
Murray.Leader@transportfocus.org.uk

Transport Focus  
Albany House  
86 Petty France  
London  
SW1H 9EA

[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

Transport Focus is the operating name  
of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- rail passengers in Great Britain
- bus, coach and tram users across England outside London
- all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

© 2021 Transport Focus